

INFORMATION TECHNOLOGY ADVISORY BOARD
May 27, 2008, 10:00 a.m.
MEETING MINUTES

The Information Technology Advisory Board (ITAB) met at 10:00 a.m. on May 27, 2008, in Conference Room 264 of the Adams Building on the Dorothea Dix Campus in Raleigh. Harry E. Payne, Jr., presided.

The following ITAB members were present:

Harry E. Payne, Jr., Chair
Lee Mandell
Robert Powell
Steve Rao (via teleconference)
Dan Stewart

Absent:

Randy Barnes
Priscilla Dennison
Bill Golden
Dede Ramoneda

WELCOME/INTRODUCTIONS:

Chair Harry Payne opened the meeting. He thanked Dan Stewart for his courtesy in allowing the Board to use the Adams Building Conference Room for the meeting on short notice.

The Chair stated that the main purpose of the meeting was to decide whether the Board should make recommendations regarding the state portal to the Governor and General Assembly.

ADOPTION OF MINUTES:

Upon a motion duly made by Robert Powell and duly seconded by Lee Mandell, the Board approved the minutes of the April 15, 2008 meeting.

MAJOR ISSUES:

State Portal Recommendation:

The Chair asked whether the Board wished to make a recommendation to the State CIO at this time regarding a State Portal or wait until a later time.

Steve Rao said that he thought time was of the essence and the Board should move forward with such a recommendation at this meeting. He added that he had completed his research on state portals. Utah, Maine, Virginia and Kentucky use a public/private partnership model, while Delaware did the work in-house. He agreed with the suggestion of the creation of a project management committee that would define the different requirements of a Web portal. Mr. Rao said he would e-mail his complete report to the members.

The Chair reminded the ITAB members that its role is strictly one of recommendation and asked how quickly the Board wanted to proceed.

Dr. Mandell concurred that the Board should act immediately.

The Chair asked what role the ITAB should play and whether the State Portal Advisory Committee or a contractor would be the best for conducting an inventory of the state's current portal.

Dr. Mandell asked what kind of support the Portal Advisory Council would need to do the inventory.

The Chair said the Council would need someone similar to a former ITS employee who assisted the Council.

Sharon Hayes, Deputy State CIO, said that the Portal Council would be a good resource to determine the business requirements.

Robert Powell questioned whether ITS had the resources to take on this project and develop the necessary data. He suggested that help may be needed from the vendor community because of the lack of resources at ITS and the number of initiatives already underway.

The Chair reviewed a draft of a proposed recommendation to the State CIO with the members.

Dr. Mandell asked if there should be an appropriation attached to this resolution. Mr. Powell suggested that the State CIO be authorized to identify the resources. The Board agreed to this recommendation.

Following amendments and discussion of the document by the members, Mr. Powell moved that the ITAB adopt the following recommendation. The motion was second by Dr. Mandell and approved by the Board.

Resolved, that the Information Technology Advisory Board recommends to North Carolina's Chief Information Officer that he immediately recommend to the Governor:

The development of a single portal, citizen-centered electronic government strategy thereby making it easier for citizens, businesses and other governmental agencies to interact with state government and improve the efficiency and effectiveness of government services. This step shall begin with the immediate review and report by the State Portal Advisory Council to the State CIO and the Information Technology Advisory Board to:

- a) assess the current business uses, the systems utilized, and the transactions generated through existing North Carolina e Government solutions which serve state agencies, citizens, businesses, and other governmental agencies via the Internet or a mobile web portal;
- b) identify service and program business opportunities that could improve levels of service, realize efficiencies, reduce redundancy and/or offer transparency with a citizen-centered e Government application;
- c) identify the requirements necessary to overcome the perceived barriers and associated risks to the development of a sustainable statewide application of e Government, including such items as enterprise architecture, security and authentication, cross-application data sharing, and the integrity and privacy of personal identifying information;
- d) identify a framework and critical success factors that will ensure continuing expansion of the use of e Government to provide services.;
- e) identify the projected costs associated with implementing the infrastructure to support a statewide plan for e Government,

The ITAB shall then make recommendations to the State CIO regarding the operation of state's web portal and its role in the state's e Government strategy including a governance structure for the state web portal that would provide:

- a) clear ownership of the portal
- b) development of a mechanism that encourages communication, collaboration and data sharing across all stakeholders
- c) a mechanism for establishing and maintaining standards, guidelines, policies and procedures to ensure that web pages meet citizens' needs, function correctly, are secure and are accessible by all citizens.

d) a plan for funding to enhance and maintain the state portal.

And to facilitate that transition to all state services and information, The Information Technology Advisory Board further recommends:

That the State CIO request of the Governor, the Speaker of the House and the President Pro Tempore of the Senate that a special provision be appended to the budget approved during the 2007 General Assembly (2008 Session) requiring that Council of State Agencies participate fully in the requirements of this process; and that all reports and findings of this effort be reported to the Joint Legislative Commission on Governmental Operations by April 1, 2009.

That the State CIO identify and suggest resources for this effort.

Recruitment and Retention of IT Personnel – OSP Report: The Chair introduced Don Nattress from the Office of State Personnel (OSP). Mr. Nattress said that his office will email some turnover and vacancy report information to the ITAB members that OSP has compiled through the end of December 2007. He said that OSP has not seen a significant increase in turnover in the 2008 information so far. He added that some specific skill sets are more difficult to find than others, but that is commonplace.

OTHER BUSINESS:

The Chair asked if the members were aware of any bills being introduced in the Legislature that may be of interest to the group. Dr. Mandell said that a bill was introduced regarding the GIS report by Representative Joe Tolson, and he hoped that the recommendations from the report will be folded into the legislation.

Mr. Rao raised the issue of email recovery and archiving and the recent work of the Governor's E-mail Committee. He said that he had some information on email retention he would like to share with the members. The Chair said that this will be on the agenda for the next meeting as a report by Mr. Rao.

The Chair asked Mr. Rao if he would like to invite someone from Virginia to speak to the board about their state portal private/public partnership. Mr. Rao agreed to ask a Virginia authority to speak at a future meeting.

ADJOURNMENT & NEXT MEETING:

The meeting adjourned at 10:45 a.m. The next regularly scheduled meeting is set for Tuesday, June 17, 2008, at 10:00 a.m., in the second floor conference room of the Royster Building on the Dix Campus in Raleigh.